

**REPLY BY THE MINISTER OF
THE PUBLIC SERVICES DEPARTMENT
TO A QUESTION ASKED PURSUANT TO RULE 6 OF THE
RULES OF PROCEDURE BY DEPUTY M LOWE**

Question 1

Have any external or internal post go-live reports been produced for your Department/Board/Policy Council since SAP went live?

Answer

No reports have been produced either by the Public Services Department, or any other party, for the Department regarding the SAP system since the go-live date. Throughout the period from 1 January to date, Departmental management and finance team members have pro-actively liaised with the Hub team to resolve problems and issues, whatever the cause. This Department fully engaged with the pre-launch process and made every effort to ensure that any available training was undertaken as necessary by all staff members.

In a major new system change of this sort, the Department expected there would be problems both during the transition phase and whilst the new system bedded in, and so was able to react accordingly. From the Board's perspective everyone involved has behaved with professionalism and has recognised the need for co-operative working to solve certain difficulties. Members of the Hub team have worked with our Departmental staff to resolve the issues as quickly as practicable, and, although frustrating, the Public Services Department continues to work pro-actively towards fully resolving all outstanding matters.

Problems with the new system and operating processes have had a significant impact on the operation of the Department in terms of resource diversion and reporting time-lines; notwithstanding this, management have monitored and managed the situation to best effect.

The Chief Officer and Senior Finance Manager have kept the Minister and Board updated on issues and progress during this year.

Question 2

If so, how many?

Answer

Not applicable.

Question 3

Would you provide a copy of the latest internal report?

Answer

Not applicable.

Question 4

Would you provide a copy of the latest external report?

Answer

Not applicable.

Date of Receipt of the Question: 9 August 2013

Date of Reply: 13 August 2013